Statement of Work

JUSTIS Access to Driver Photographs
From
The District of Columbia
Department of Motor Vehicles

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Justice Information System (JUSTIS)

JUSTIS Access to Driver Photographs

SCOPE OF WORK

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I. PROJECT DESCRIPTION

A. Purpose

The purpose of this Statement of Work (SOW) is to obtain a firm fixed price proposal from an experienced information technology contractor for a project projected for Phase 4 of the development and implementation of the District of Columbia integrated justice information system, JUSTIS. The project is to make the driver's photographs maintained by the D. C. Department of Motor Vehicles available through an inquiry tool of the JUSTIS system.

JUSTIS currently interfaces with the Department of Motor Vehicles (DMV) DESTINY information system in obtaining drivers' license information and vehicle registration data. The ITAC desires to expand this interface to include DMV driver photograph data that is stored within DESTINY.

The District of Columbia may exercise the option to accept or fund all, part, or none of the proposed solutions, although the objective is to prepare to procure a single contractor to analyze, document, design and implement each new functionality for JUSTIS users. Any party or entity offering proposals in response to this SOW does so at their risk and expense; the District of Columbia will not pay for any costs or expense associated with preparing or presenting the proposals.

In no case has the city specified a precise solution or application preference for each function beyond extension of current hardware, software, design practices, standards and the documentation and descriptions in this Statement of Work. The approach for all proposals should be consistent with the current JUSTIS Blueprint. In all instances the contractor will be required to present each project plan and obtain approval to proceed from the Information Technology Advisory Committee. Full time project management will be provided by the program manager, the Information Technology Liaison Officer. The Office of the Chief Technology Officer will provide contract and procurement management.

The detailed plan and schedule for each individual Phase 4 project <u>must</u> be independent of all other Phase 4 projects; the total period for completion of this project is three (3) months from the issue of the Work Order.

B. Background and Governance

The Criminal Justice Coordination Council (CJCC) is committed to making the District's many justice agencies function as a system. As early as 1997, the CJCC identified information technology integration as one of its top priorities. In 1998 a CJCC Working Group was asked "to develop policies, plans and government structure for the coordination, cooperative development and administration of the city's justice information technology, to encourage consensus on information systems development issues to insure complete communications compatibility, and to identify funding strategies…." The result was a federal funding strategy, a governance structure, and an Information Technology Interagency Agreement that was adopted by the CJCC members and other key stakeholders. (See HTTP://www.CJCC.DC.gov)

Recognizing the need for "...comprehensive management information through integrated information technology systems…", the Interagency Agreement established an Information Technology Advisory Committee (ITAC) to serve as the governance body for system development. The Interagency Agreement also established a set of guiding principles:

- Recognize the primacy of each justice agency mission

- Facilitate collaborative solutions to justice information challenges

- Commit to the quality and integrity of justice data

- Implement effective data and system security

- Respect the confidentiality of information and individual privacy

- Establish of system-wide standards, supported by common identifiers and positive identification

- Nurture agency and community requirements for research and public access

- Provide for long term performance monitoring and evaluation

The mission of the ITAC is to advise and make recommendations to the CJCC on matters pertaining to the funding, development, operation, maintenance, and monitoring of a Justice Information System which will help improve public safety and the related criminal and juvenile justice services for the District of Columbia residents, visitors, victims and offenders. The ITAC hired an Information Technology Liaison Officer (ITLO) to serve as the motivator, facilitator, and manager of system development.

The ITAC and the ITLO documented a vision for an information system for the justice community in the District of Columbia, and identified a model that met the vision's goals and objectives. The ITAC then took steps to move beyond the planning mode to the development and implementation of an integrated justice information system named JUSTIS.

The current list of participating agencies includes:

- Superior Court of the District of Columbia

- Office of Corporation Counsel

- Metropolitan Police Department

- Pretrial Services Agency

- Court Services and Offender Supervision Agency

- District of Columbia Department of Corrections

- Office of the United States Attorney for the District of Columbia

- Public Defender Service

- United States Parole Commission

- Department of Human Services' Youth Services Administration

- DC Department of Motor Vehicles

- Child and Family Services Agency

- United States Probation Department

- United States Bureau of Prisons

C. Phase I, JUSTIS Proof of Concept

The information systems maintained by the justice agencies within the District were difficult, if not impossible to access; causing information exchanges to be labor intensive, time consuming, inconsistent, and often manual. The solution to this problem was JUSTIS; providing easy access to multiple existing systems.

The CJCC, ITAC, and ITLO examined several models of integrated justice systems and selected a model with the attributes most suitable for the unique environment within the District of Columbia. This system model included modern dedicated Intranet and web browser technology to support data access, data sharing, and other functionality without disrupting existing individual agency legacy systems. This approach provided access to other justice agency data and ensured the level of security, privacy, and confidentiality mandated by laws and regulations.

The CJCC procured contractor services for Phase I with the primary deliverables consisting of the implementation of a working Proof of Concept (POC) and a JUSTIS Information System Blueprint. The POC was designed and implemented within the Blueprint's concept of an integrated, citywide integrated justice information system. This system utilizes open Internet technologies and standards to access information from diverse justice agency systems. This approach used an Intranet dedicated for use only by justice agencies under a common Web browser interface. The POC was successfully completed on schedule, and within budget, in December 2000.

D. Phase 2, Expansion of the JUSTIS from POC to an Operational System

The JUSTIS POC, a diminutive but fully functional system faced many challenges. Included among those challenges were maintaining standards and performance while rapidly expanding the system's user community, access to legacy systems, and increased functionality.

The CJCC continued its commitment by offering an opportunity for all justice agencies participating in ITAC to join JUSTIS. The POC demonstrated the validity of the selected approach for information sharing, and Phase 2 completed the transition of the JUSTIS and contractual organizational structure from system development to a system maintenance organization as well.

The basic mission of JUSTIS is to facilitate cross system agency access. There are many ITAC member agencies that could "contribute" to JUSTIS by allowing access to portions of the data from their legacy systems by the other agencies comprising the D.C. justice community. A tenet of JUSTIS System is to not interfere with, compete with, or replace current legacy systems. The JUSTIS System is not a data warehouse.

The functionality offered by JUSTIS during the POC, while significant, did not begin to exploit the potential for this system. Concepts and requirements for additional functionality were drawn from a number of sources including input from interviews and analysis involving ITAC members and their technical staff. Additional input was the product of prior experiences of the POC city/contractor team, accomplishments by other states, and the vision of the CJCC and staff. A number of additional functions were identified for JUSTIS, reviewed by the ITAC, and documented for development in the JUSTIS Blueprint. Phase 2 included the development of as many of these functionality modules as the project budget would support.

E. Phase 3, JUSTIS Expansion and Functionality

JUSTIS Phase 3 had a number of interrelated objectives. Some of these objectives represented unfulfilled requirements from earlier phases and others represented new, seemingly divergent requirements. The older requirements had been modified somewhat by the passage of time and related achievements. Newer requirements represented the creation of additional support and resources for the justice community and the consolidation of system responsibilities.

In Phase 2 the CJCC wished to expand both the number of contributing agencies and the number of individual users. Both of these goals were generally accomplished. The number of individual users continued to grow. Phase 3 functionality requirements had to take into account reconsideration of priorities, greater expectations for improved data quality and offender record consolidation based upon the access provided by Phase 2. Phase 3 also increased potential for the use of the CJCC.DC.gov website, and new programmatic opportunities for the justice community.

Because the JUSTIS system foundation is criminal history record information (CHRI), JUSTIS must abide by federal regulations and laws that govern access to such data.

Balanced against that requirement is the responsibility to provide citizens direct benefits from the expenditure of public funds on government projects. This access was envisioned to include the answer to questions such as where an inmate was located, what cases were scheduled, how to review and challenge records by the individual of record. This was accomplished on the public CJCC website.

A large number of goals and objectives were accomplished within Phase 3. These important JUSTIS accomplishments include:

- Implemented JUSTIS user access to the DC Department of Motor Vehicles

- Implemented JUSTIS data contributions from, and JUSTIS access to, the United States Probation Office of the US District Court

- Implemented JUSTIS data contributions from, and JUSTIS access to, the DC Superior Court Juvenile Probation files

- Implemented JUSTIS data contributions from, and JUSTIS access to the DC Child and Family Services Agency

- Implemented data and system security management with contractual Security Officer support.

- Designed and implemented the Data Quality Alliance

- Designed and implemented the arrest Core Data Transfer

- Implemented the DC Tracking Number

- Designed and implemented the public access "I Want to Know" page

- Obtained approval and acceptance of the above accomplishment by the Information Technology Advisory Committee (ITAC)

These goals were the primary thrust of the JUSTIS Phase 3 program. These accomplishments added basic services and routines never before provided to justice agencies within the District of Columbia. They represent not only the literal work products and accomplishments, but also the more intrinsic success of collaboration of all the primary justice agencies in the city: executive agencies at city and federal levels, judicial, and independent agencies.

The program is certainly perceived to be beneficial. The Mayor of the District of Columbia, the Deputy Mayor for Public Safety and Justice, the Chief Judge of the Superior Court for the District of Columbia and the Chief Technology Officer for the District of Columbia each see the system as beneficial. The Mayor has suggested it as a model to be considered for Homeland Security. The Deputy Mayor has shared the potential of JUSTIS as a model for the programmatic "families" of the other Deputy Mayors. The Chief Judge has written Administrative Orders to make the system even more accessible to special purpose users such as those in juvenile justice. The Chief Technology Officer has contributed reports of system progress to both television and news media so that citizens are informed of the progress being made.

F. Phase 4 Project Description

The selected contractor will be required to lead and provide for the development and implementation of the project described below under the program direction of the ITLO and the contractual direction of the COR, to the satisfaction and acceptance of the ITAC.

DC Department of Motor Vehicle, Driver Photographs (DMV-P)

This is a Fast Track Project. All the essential groundwork for this effort was completed with the Phase 3 DMV Driver Inquiry. JUSTIS currently interfaces with the Department of Motor Vehicles (DMV) DESTINY information system in obtaining drivers' license information and vehicle registration data. The ITAC desires to expand this interface to include DMV driver photograph data that is stored within DESTINY.

The objective of this project is to make the driver photograph's maintained by the D.C. Department of Motor Vehicles available by a query initiated from the tools of the JUSTIS information system. The selected contractor's effort will be to duplicate, to the degree possible, the current access / query methods and code for DMV driver data and/or develop, test and implement additional functionality to obtain DMV driver photographs. Defined by many user agencies as a critical enhancement, this transaction must be consistent with DC DMV access and security policy. The selected contractor will obtain driver photo images and integrate their display with DC DMV driver information in a manner consistent with DC DMV direction and standards. New JUSTIS search tools, processes and displays will be developed to deliver this access and functionality to all authorized JUSTUS users.

JUSTIS intends to leverage its experience with access to the DMV drivers' license information with this plan to add the driver photograph information. The prior experience will permit development and implementation of this expanded integration in an expedited timeframe as compared with earlier systems integration efforts based upon DESTINY. JUSTIS does not expect the integration of photo data will require the development of a separate web services application to interface with a separate module within DESTINY.

The integration of DMV vehicle information will require a multi-step process. The proposed steps are as follows:

- Design of DESTINY to JUSTIS interface
- Development of DESTINY to JUSTIS interface and modification of JUSTIS user interface
- Testing of interface
- Deployment of new JUSTIS Application

II. Evaluation Criteria

The successful development and implementation of JUSTIS strongly suggests continued development of Intranet based criminal justice system integration methodology requiring rather specialized technology knowledge and skills. This Phase 4 project requires a vendor with those skills, certain specific aptitudes and the willingness to address special considerations as they arise, all of which will influence the selection of the contractor. They include:

1. A contractor who must be immediately available to offer an aggressive project schedule.

2. A contractor that will complete this work within three (3) months of issuance of a Work Order.

3. A contractor with subject matter expertise and experience in design, implementation and expansion of the existing JUSTIS system's infrastructure utilizing dedicated Intranet technology, web site development, legacy system data extraction methodologies, and user access of data via a commonly used web browser.

4. A contractor with working experience, knowledge and sensitivity to the unique security issues and requirements which must be addressed when integrating and accessing multiple justice systems with diverse technologies at several levels of government.

5. A contractor with experience in the extraction of documents and photographs from agency systems and the presentation of those documents and photographs as stand-alone displays or integrated with data presentations and displays.

6. A contractor with experience in the operation of such systems, allowing the accurate identification and quantification of personnel resources required for assumption of long term support and the orderly transfer of the of duties to the user management and operations team.

7. A contractor who has successfully implemented, operated and maintained the technology implemented in the JUSTIS POC, Phase 2 and Phase 3, and therefore will not lengthen the Phase 4 project schedule to allow for a "learning curve," or use of our scarce project funds for the vendor's internal technology experimentation and personnel development.

III. GENERAL SCOPE OF WORK ITEMS

The general scope of this work is to successfully implement the Steps in a process that continues the migration of JUSTIS from simple access methodology to the fully functional system envisioned in the *JUSTIS Blueprint.* The objective is to add functionality to a highly secure integrated criminal justice solution that has been implemented by the DC justice community that:

- Ensures the autonomy and jurisdiction of the participating agencies;

- Increases efficiency without impacting existing operations;

- Provides critical information in a timely manner;

- Leverages existing CJCC and District work products to date; and

- Provides the desired benefits as quickly and cost effectively as possible.

A <u>fully functional</u> Justice Information System should allow users to:

- Quickly and easily locate and access offender data within the District's JUSTIS system;

- Search for and link criminal justice information on a specific person based on a variety of identifiers such as name, and including such numbers as the Justice Tracking Number, court case numbers, police identification number (PDID), arrest number, or other uniquely indexable data such as Social Security number;

- Be automatically notified of a specific event such as an arrest or issuance of a warrant as soon as it happens through the use of "push" technologies;

- Review data to determine errors or inconsistencies and collaborate with the data "owner" to resolve the inconsistency or correct the error;

Transfer certain core data between agencies to reduce data collection / data entry and to increase data accuracy and completeness.

Expected business benefits derived from a fully functional JUSTIS system, include:

- Improved ability to directly share data among justice agencies;

- Improved identification of defendants /offenders;

- Reduced delays in processing criminal cases;

- Reduced costs associated with defendant/offender processing

- Streamlined decision making based on timely access to offender data, reducing the threat to public safety.

Therefore the selected contractor(s) <u>must</u>:

1. Acquire, review, and leverage the <u>JUSTIS Blueprint,</u> incorporating other existing District work products, and incorporate input from the DC Department of Motor Vehicles, the Information Technology Advisory Committee, the Office of the Chief Technology Officer and the Information Technology Liaison Officer, into a final, detailed project plan. Additionally, conduct a project kick-off meeting to announce the commencement of the project to establish a baseline understanding for participants, stakeholders, and sponsors. The deliverables <u>must</u> include the Project Plan and kick-off presentation materials.

2. Maintain and increase the functionality available through the JUSTIS system to users, as provided in the accepted project proposal.

3. Deploy system expansion in an organized manner, increasing users and agencies in groups of a manageable number.

4. Deploy Steps that increase system functionality in an organized manner, increasing user access to the applications in manageable clusters and numbers.

5. Provide project management and quality assurance through planning, tracking, on-going management and status reporting.

IV. DETAILED SCOPE OF WORK ITEMS:

1. Contractor must review and complete an analysis of the *JUSTIS Blueprint's* suitability as an overall plan for the transition of JUSTIS from a simply an access facilitation system to an fully operational system providing expended functionality, and produce a detailed work plan reflecting the accepted project proposal, for review by the ITLO and approval to proceed by the ITAC, as the initial work product,

2. Contractor must obtain ITLO, ITAC and DMV approvals for the detailed project plan that the contractor will be responsible to follow. The plan must show how contractor proposes to comply with the general and detailed scope of work items identified herein. Contractor must establish and document project goals and optional strategies for their implementation; supporting that analysis with graphics, charts, and other presentation instruments.

3. Contractor must document and obtain approval of project constraints on cost, schedule, and quality.

4. Contractor must implement access to agency legacy data using agency approved data extraction techniques.

5. Contractor must provide query responses formatted in compliance with JUSTIS, DMV and OCTO design standards and in conformity with existing JUSTIS formats.

6. Contractor must incorporate photograph images in the query/response application, assuming the format in which they are stored can be rendered in a standard web browser.

7. Contractor must develop and deploy the additional functionality module.

8. Contractor must complete requirements by no later than three (3) months after the Work Order is issued.

9. Contractor must follow the procedures and rules of the Government of the District of Columbia, and additional procedures agreed upon by the ITAC, the DMV, the District, and the Contractor.

10. Contractor must, throughout the performance of the above items, coordinate with

ITAC, DMV, and District employees, and other consultants and contractors, if appropriate, employed by the CJCC and District.

11. Contractor <u>must</u> follow direction of single-point District Contracting Officer's Technical Representative (COTR), for all contractual and procurement matters, unless the representative expressly assigns a designee.

12. Contractor <u>must</u> follow direction of single-point District Information Technology Liaison Officer (ITLO), for all program matters, unless the representative expressly assigns a designee.

13. Contractor <u>must</u> assign a senior manager as Contractor's chief representative for this project. This representative <u>shall</u> have the authority to make binding decisions between the Contractor and the other team members. This senior manager will be in charge of all members of the Contractor team assigned to the project. All correspondence, conferences, meetings and questions concerning the project directed to the Contractor and its subcontractors will be through this person. This representative will be reasonably available during working hours from the beginning of the work through its completion.

14. Contractor <u>must</u> provide limited support after submission of deliverables and work products, as necessary to clarify the contents of deliverables to District and CJCC staff.

15. The COTR or ITLO may direct Contractor to remove any Contractor staff that the District finds unacceptable for reasonable cause, and Contractor <u>shall</u> expeditiously remove (and replace with new individual satisfactory to the District, if requested) such personnel. The CJCC and the District shall not unreasonably withhold approval of replacement staff.

16. Contractor <u>must</u> provide project management, administrative management, and administrative support necessary for the work hereunder. This support <u>shall</u> be provided within the terms of the Contract and at no additional cost to the CJCC or the District, unless the CJCC or the District specifically pre-approves assignment of personnel dedicated to such tasks.

17. Contractor <u>must</u> prepare detailed agenda and minutes of meeting for meetings called or chaired by Contractor. Such agendas <u>shall</u> identify the specific items planned for discussion, and <u>shall</u> be distributed to proposed attendees in advance whenever possible. Such agendas should identify responsible parties for action items. Minutes should record decisions made and the basis for each such decision. All agendas and minutes will be reviewed and approved by the ITLO prior to distribution.

18. Contractor <u>must</u>, during performance of this work and/or at completion of this work, provide orderly hand-over of work products and deliverables to the COTR, ITLO, DMV CIO, or a designated District representative.

19. Contractor will provide their staff with portable computer equipment that is

compatible with the Office of the Chief Technology Officer's DC WAN. All such equipment and software will remain the property of the Contractor.

20. Contractor will utilize space, equipment, storage, personnel and systems in the Office of the Chief Technology Officer's offices as necessary to support work performed on site.

21. Contractor will utilize space, equipment, storage, and personnel and in the Contractor's offices as necessary to support work performed off site.

22. Contractor <u>must</u> provide periodic senior management supervision of the work in this contract in order to provide quality control of Contractor's work. The senior manager will report issues to the COTR and ITLO with proposed solutions.

23. Contractor <u>must</u> monitor status of Contractor's work hereunder and update status, providing ITLO and COTR timely information regarding possible problems and proposed action required to mitigate such problems.

24. Contractor <u>must</u> routinely communicate status of the work relative to the approved schedule at weekly staff meetings.

25. Contractor <u>must</u> prepare and present monthly reports, throughout the performance of Contractor work, setting out current and upcoming activities, decisions required and issues of concern. Timely and satisfactory provision by Contractor to the COTR and ITLO of such reports <u>shall</u> be a condition precedent to payment of Contractor.

26. Contractor <u>must</u> provide reporting and communications in copies and form requested by the COTR or ITLO.

27. Contractor <u>must</u> use MS Word, Excel and PowerPoint for all project documentation and presentations.

28. All documentation deliverables must be provided the ITLO: three (3) hardcopies and two (2) copies in CD ROM, in both WORD and PDF formats.

V. Project Tasks

A. Administrative Tasks

(The costs for the administrative tasks listed below <u>ARE NOT</u> to be separately priced. These costs are to be included, as a line item if requested, within the costs of each individual project's firm fixed price.)

Provide Documentation, System Support and Project Administration for JUSTIS Project

These deliverables and tasks include, but are not limited to:

Complete detailed project plan

Present project plan to ITAC and DMV

Obtain ITAC approval to proceed

Coordinate JUSTIS Security Procedures Manual with JUSTIS Security Officer

Implement security policies and procedures for JUSTIS users

Update disaster recovery plan

Update operations procedures (backup/restore, preventive maintenance)

Update JUSTIS Operations Manual

Update JUSTIS Technical Support Manual

Update Help Desk materials – frequently asked questions, user manual

Update Applications Development and Maintenance Manual

Participate in weekly JUSTIS status team meetings

Prepare weekly project status / progress reports to ITLO

Prepare final update to JUSTIS Information System Blueprint

Make final project presentation for turnover of new functionality to ITAC

Host project post-implementation presentation, review and acceptance by ITAC

Project certified as complete by DMV, COR and ITLO within three (3) months of the issuance of the Work Order.

Project Tasks include, but are not limited to:

Increase JUSTIS System Functionality –

JUSTIS Access to DC DMV Driver Photographs

Work with the DC DMV to determine how image data is to be
shared

Design programs to access and extract photograph data

Develop, program and test extraction and display

Complete data extraction and transfer

Develop JUSTIS Participant's Application Development Guidelines

Prepare JUSTIS Agency Environment

Test implementation and review with ITLO and DMV staff

Deploy new DMV participation

Post-implementation presentation, review and acceptance by ITAC

Update JUSTIS User Manual

VI. COST PROPOSAL

This scope of work must be performed on a firm fixed price basis. Proposing Contractor should provide a cost estimate for the scope of work described herein.

If proposing firm's rates are listed in Federal GSA Schedule, provide cross-reference to the appropriate Schedule and utilize the rates therein. Otherwise, identify firm's proposed hourly rates and build up (G&A and profit).

The District and the CJCC reserves the option to contract for all or part of the Statement of Work in response to the prospective Contractor's firm fixed price proposals. The District and the CJCC may elect to reduce the Steps included in the project and/or modify the number of and selection of the tasks to be included within each project.

Identify the total firm fixed price the project, separately, as listed below:

Tasks for each project below are suggested as representative; lists of tasks

prepared by prospective vendors must include, but not be limited to, the tasks

shown for each step in section IV and V.

Total Firm Fixed Price for:

      1. DMV Photo to JUSTIS   **_____**